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## Exhibitors Manual

Dear Exhibitor,

The following information provides you with everything you need to successfully plan your participation at this year's Annual Meeting. The easy reference guide enables you to access event information and links to the Link Exhibitor Services Website and other service providers.

### DEFINITIONS

“The Event” – the 38<sup>TH</sup> EACTS Annual Meeting, taking place in Lisbon, Portugal on Wednesday, 9 October - Saturday, 12 October 2024.

“The Exhibition” – the Trade Exhibition being held in conjunction with the aforesaid Event.

“EACTS” – The European Association for Cardio-Thoracic Surgery.

“EACTS “– is the official organiser of the Trade Exhibition and commercial activities.

“The Exhibitor” – the term Exhibitor includes any person, firm, company or corporation and its employees and agents to whom space(s) have been allocated for exhibiting.

“The Venue” – Centro de Congressos de Lisboa (named as followed “CCL)

“The Content” – refers to all written content contained within this Exhibitor manual.

### VENUE

CCL – Centro de Congressos de Lisboa  
Praca das Industrias, 1  
1300-307 Lisboa  
Portugal  
T: +351 218921400  
F: +351 218921499  
Email: [lisboacc@ccl.fil.pt](mailto:lisboacc@ccl.fil.pt)  
Web: <https://lisbonvenues.pt/en/>

### NO-SMOKING POLICY

Since tobacco is a major cause of cardio-thoracic diseases, the EACTS would like to thank all participants and Exhibitors for refraining from smoking in the CCL, including in meeting rooms, exhibition areas, restrooms, restaurants, and cafés, and within 250 meters of the main entrance/exit of the CCL always. Smoking is not permitted in the exhibition hall during stand build-up or dismantling.

## CONTACT INFORMATION

### EXHIBITION & LEARNING LABS

#### EACTS

EACTS House

Berkshire SL4 1EU, UK

Tel: +44 (0) 203 959 3110

Direct Line for Exhibitor Queries: +44 (0) 203 959 3115

**Booth/Learning Lab Sales:** Marina Gueli [marina.gueli@eacts.co.uk](mailto:marina.gueli@eacts.co.uk)

Website: [www.eacts.org](http://www.eacts.org)

### COMMERCIAL ACTIVITIES

**Satellite Symposia, Techno College, Advertising and Communications, EACTS TV, Meeting and Hospitality Room**

#### EACTS

EACTS House

Berkshire, SL4 1EU, UK

Tel: +44 (0) 203 959 3110

Direct Lines for Commercial Activities:

Sharon Pidgeon +44 (0) 203 959 3122;

Katie Webster +44 203 959 3116

#### Industry Relations:

Sharon Pidgeon [Sharon.Pidgeon@Eacts.co.uk](mailto:Sharon.Pidgeon@Eacts.co.uk)

Katie Webster [katie.webster@eacts.co.uk](mailto:katie.webster@eacts.co.uk)

### ALL INVOICING

#### EACTS

EACTS House

Berkshire, SL4 1EU, UK

Tel: +44 (0) 203 959 3110

Direct Line for Invoicing: +44 (0) 1753 838 485

**Invoicing:** Nisha Varma [nisha.varma@eacts.co.uk](mailto:nisha.varma@eacts.co.uk)

*You may be contacted by companies, presenting themselves as "official contractors" and offering services, accommodation, travel, stand building etc. EACTS has not appointed any official contractors other than those listed below.*

### ACCOMMODATION

Official Housing Agency 2024

BCO Congressos

Plaza de Europa, 17-19

08908 L'Hospitalet de Llobregat

Barcelona, Spain

T: +34 938 823 878

Email: [hola@bcocongress.com](mailto:hola@bcocongress.com)

W: <https://www.bcocongressos.com/en/>

### PLEASE BE AWARE!

There are several counterfeit websites and agencies – EACTS cannot guarantee any rooms/rates offered within these. If you are in any doubt as to the authenticity of such sites or companies, please notify the EACTS Executive Secretariat immediately.

## **SOCIAL EVENTS**

For Social events, transportation, entertainment, and dinners please contact:

BCO Congressos

Plaza de Europa, 17-19

08908 L'Hospitalet de Llobregat

Barcelona, Spain

T: +34 938 823 878

Email: [hola@bcocongress.com](mailto:hola@bcocongress.com)

## **CATERING**

Silva Carvalho Catering

Espaço Tejo, Praça das Indústrias

1300-307 Lisboa, Portugal

T: +351 215 814 282

M: +351 932 012 596

Email: [ioliva@sccatering.pt](mailto:ioliva@sccatering.pt)

W: <https://www.silvacarvalhocatering.com/pt/>

## **ON-SITE HANDLING, INTERNATIONAL FREIGHT FORWARDER, AND CUSTOMS BROKER**

### **EUROPEAN INTERNATIONAL (FAIRS) LTD**

Contact: Steven Maddock

Units 6 & 10, Skitts Manor Farm, Moor Lane

Marsh Green, Edenbridge, Kent TN8 5RA, UK

Mobile: +44 (0) 7730 435 411

Mobile: North America +1 702 366 3417

Skype: EURocean\_jc

Tel: +44 1732 860331; Cell UK/EU: +44 (0)7730 435 411; North America +1 702 366 3417

Fax: +44 1732 860331

Project Leader

Email: [steven.maddock@european-intl.com](mailto:steven.maddock@european-intl.com)

Operations Director

Email: [jim.callaghan@EURocean-intl.com](mailto:jim.callaghan@EURocean-intl.com)

## **EXHIBITION SERVICES**

### **CCL**

Lisbon Congress Centre

Praca das Industrias, 1

1300-307 Lisboa

Lisbon

T: + 351 21 892 14 05

M: +351 927984842 (Joana Pinto)

M: + 351 96 508 68 74 (Júlio Teixeira)

Email: [joana.pinto@ccl.fil.pt](mailto:joana.pinto@ccl.fil.pt) or [julio.teixeira@ccl.fil.pt](mailto:julio.teixeira@ccl.fil.pt)

Web: <https://lisbonvenues.pt/en/lisbon-congress-center>

### **CCL Services**

- Audio/Visual Equipment
- Carpet
- Catering Services (Silva Carvalho Catering, SA)
- Cleaning
- Computers and Peripherals
- Custom Services
- Digital Printing Services/Graphics of ready-to-print files

- Electrical Services/Main power connections/Sockets
- Extra Time Work
- Fire extinguisher → The Lisbon Congress Centre is equipped with all the safety material for this kind of situations, it's not up to the stand to have fire extinguishers.
- Flowers & Plants
- Furniture
- IT Services
- Rigging/Hanging Services
- Shell Scheme Packages
- Temporary Staff
- Waste Disposal
- Water connections

### **IT Equipment & Internet (Wi-Fi)**

Wifi is available free of charge throughout the Venue. However, this is unsuitable for downloading large files or running voting apps over. Wired internet can be arranged and we would recommend having this connected to your Exhibition Stand or Satellite/Hospitality room. Any requests should go directly to the Venue and will be invoiced directly to you. Please make requests via the webshop. The webshop is available via this link: [Webshop](#)

### **Hostesses**

If you wish to order hostesses for your booth, please contact Spring Events by filling out the booking form [HERE](#)

### **BAR CODE LEAD RETRIEVAL TECHNOLOGY**

The EACTS Lead Retrieval app will enable your organization to scan visitor badges at your booth as well as symposia sessions. Following each day of the event, the primary contact for your booth may download an Excel sheet report of all scanned badges. While the lead retrieval app is freely available via the app store and Google Play, your authorized company representative must first purchase activation codes from our secure EACTS member login area to make the app work.

### **OFFICIAL PHOTOGRAPHER**

Rainer Mirau Photography  
 Vienna  
 Austria  
 T: +43 6506837780  
 Email: [office@rainermirau.com](mailto:office@rainermirau.com)  
 W: [www.rainermirau.com](http://www.rainermirau.com)

## GENERAL INFORMATION

### ACCOMMODATION

Please book your accommodation through our officially appointed agency:

BCO Congressos

Plaza de Europa, 17-19

08908 L'Hospitalet de Llobregat

Barcelona, Spain

T: +34 938 823 878

Email: [hola@bcocongress.com](mailto:hola@bcocongress.com)

W: <https://www.bcocongresos.com/en/>

**Book via the link [HERE](#).**

### PLEASE BE AWARE!

There are several counterfeit websites and agencies – EACTS cannot guarantee any rooms/rates offered within these. If you are in any doubt as to the authenticity of such sites or companies, please notify the EACTS Executive Secretariat immediately.

### VENUE ACCESSIBILITY

The Congress Centre is located close to the river Tagus and the historical and cultural heritage of Belem, just a few minutes from the city centre.

Lisbon Congress Center

Praca das Industrias, 1300-307 Lisboa-Portugal

[Location - CCL \(lisbonvenues.pt\)](http://lisbonvenues.pt)

### ANIMALS

It is strictly forbidden to bring animals into the exhibition hall without prior authorisation from the Organisers and the Venue.

### ATM, BANKS, CURRENCY & CREDIT CARDS

The nearest ATM is in Foyer and C on Level O of the Venue with direct contact from the outside.

MasterCard, American Express, Visa, and Diners are also accepted by numerous hotels, restaurants, shops and gas stations.

However, it is advisable to carry some cash as well.

**Currency** – Euro €

### CATERING SERVICES

**Build-up and Breakdown:** Coffee, tea, refreshments, light snacks and sandwiches during build-up and breakdown will be available on a credit card and payment basis.



**Delegate Catering:** There will be catering points in the exhibition area and other parts of the centre where delegates may purchase food and drinks on a credit card payment basis.

### **Silva Carvalho Catering**

Catering services at the Lisbon Congress Centre are provided exclusively by Silva Carvalho Catering.

E: [ioliva@sccatering.pt](mailto:ioliva@sccatering.pt)

W: <https://www.silvacarvalhocatering.com/pt/>

## **CHILDREN**

It is strictly forbidden to bring children into the Exhibition Hall without prior authorisation from the Organisers. Neither the CCL nor the Organisers have adequate insurance cover to protect children whilst in the Exhibition Hall or conference areas. No one under the age of 16 will be permitted access to the Exhibition or Congress. This rule also applies to the children of Exhibitors and Contractors during the build-up, open and breakdown periods.

## **CLOAKROOM**

A manned cloakroom will be open throughout the opening hours of the Annual Meeting. Items may be left per day at a nominal charge as listed below:

€2.50 Coat, per day

€3.00 Luggage, per day

## **CO-EXHIBITORS**

Partially or wholly sub-leasing or otherwise relinquishing a stand to a third party, as well as private arrangements for the exchange of stands or floor space between Exhibitors is prohibited. Advertising material or signs of persons or firms other than those renting the space is prohibited.

Exhibitors wishing to assign or apportion any part of the confirmed exhibition space to a Co-Exhibitor must ensure that the Co-Exhibitor is accepted by EACTS. The fee is EUR 1500 + statutory sales tax according to European regulations. The corresponding invoices will be issued in EUR to the firm renting the space from EACTS.

Accepted Co-exhibitors submitting their details by 29 July will be listed in the official Exhibitors part of the EACTS Final Programme.

Each registered Co-Exhibitor will receive two nominative exhibitor badges under the name of the Co-Exhibitor's company, allowing them to attend the Welcome Reception and the exhibition but not the Scientific Sessions.

## **CONTRACTOR BADGES FOR BUILD-UP AND BREAKDOWN**

Contractor badges must be worn always during build-up and breakdown. Exhibitors are therefore requested to ensure that their drivers/contractors/booth builders collect the relevant pass from the Exhibition Desk on arrival. Please note that deliveries should only be made once the build-up has commenced and exhibiting company personnel are available to sign for them. Contractor badges are obligatory.

## DISABLED FACILITIES

Exhibitors with a standing floor that is more than 20 mm higher than the aisle must install a ramp for wheelchair users.

The main Venue access is directly off a road and is flat. The Registration and Exhibition are on Level 0 and are accessible directly from the main door. All other areas are serviced by lifts.

## FIRST AID / EMERGENCY

The fully equipped First Aid room is located on the ground floor of Pavilion 1. A doctor will also be present. Should you require first aid assistance, please contact the registration desk or any uniformed member of the Meeting staff.

## HOSPITALITY FUNCTIONS

Exhibitors are requested to plan gatherings for the congress participants only in coordination with the EACTS Headquarters and not at the same time as social activities are being held by the Congress, such as the Welcome Reception. Exhibitors are not allowed to compete with the official programme of the EACTS Congress or to invite congress participants to social activities away from the CCL during the hours in which scientific activities are being held by the EACTS. The Organisers request that they are notified of any hospitality functions that Exhibitors may be organising for delegates and their guests during the Meeting. The Organisers will maintain a master schedule of such events to be able to answer delegate queries effectively.

### Planned EACTS Events

Thursday, 10 October	Welcome Reception Exhibition Hall 17:00 - 18:30 (registered delegates, exhibitors, and exhibition visitors)
Thursday, 10 October	EACTS VIP dinner for 80 EACTS officers and guests
Friday, 11 October	EACTS VIP dinner for 80 EACTS officers and guests
Friday, 11 October	EACTS General Assembly (for members only) 18:00 -18:45

## INSURANCE

Exhibitors are reminded of the requirements for Public Liability and insurance of exhibits. The Exhibitor shall provide, at the request of the Organisers, satisfactory evidence that adequate insurance is in force. Exhibitors are responsible for insuring against liability incurred in respect of injury or damage to property belonging to third parties.

Additionally, Exhibitors are advised to protect their expenditure against abandonment and cancellation or curtailment of the event.

The EACTS and the CCL, the accommodation organisers and other congress partners accept no liability for injuries and/or losses of whatever nature incurred by participants and/or accompanying persons, nor for loss or damage to their luggage and/or personal belongings.

## INDUSTRIAL RELATIONS

It is recommended that all Exhibitors, their contractors, and sub-contractors within the exhibition halls conduct their industrial relations with good practice.

Any person carrying out work contrary to the requirements of the CCL and the regulations of other competent local authorities will be required to stop work immediately and may be directed to leave the exhibition hall and the Centre.

## MEETING PROGRAMME

For full details regarding the programme, including registration information, see our website <https://www.eacts.org/annual-meeting/>

## PARKING

The Rio Pavilion (Pavilion 2) has a roller shutter door for unloading/loading during timetable and break-down. This is accessible directly from rua da Junqueira (which is off the Travessa da Guarda which runs in front of the venue parallel to the river).

Please unload as quickly as possible, using European International to support and then immediately remove the vehicle/s from the loading area, and park off-site. Depending on the operational constraints of the event, European International will allocate time to unload. You will be contacted by European International prior to the event with a time slot for unloading.

During the build-up: it is not allowed to park inside the venue during build-up time, only download/upload operations are allowed (maximum 2 hours), parking is not permitted.

There is a parking lot for more than 1,100 cars.

### **Parking for Trucks and Vans**

Trucks, vans and lorries cannot be left at the Venue. Once unloaded they need to be moved off-site.

The recommended car park is:

EMARK  
Av. Brasilia,  
1350-000 Lisboa

You can pre-book parking via their website: [www.empark.com/uk/en](http://www.empark.com/uk/en)

## SECURITY

For security reasons, identification badges supplied to personnel **must be worn always**. There will be no admission whatsoever to unauthorised personnel. General security will be provided during Meeting opening hours; however, we strongly recommend that items of value are locked away when the exhibition is closed. Exhibitors wishing to book additional overnight guards for their booths need to order them from the service provider's webshop. The Organisers reserve the right to expel any person whose behaviour or clothing is considered incompatible with the Event's image or who refuses to comply with local safety regulations.

## SIGNAGE

Directional signage for both the scientific sessions and the exhibition will be provided by the Organisers. Exhibitors are strictly prohibited from erecting their own signage or posters anywhere within the exhibition halls and the meeting areas, other than on their own booths. All signage within booth areas must be approved by the Organisers in advance.

## VAT

Exhibitors are responsible for the payment of all rates, taxes, and duties in respect of their Booth. VAT numbers are required from all Exhibitors within the European Union. Customers are liable to account for output VAT under the reverse charge mechanism.

## VENUE

The 38th Annual Meeting will be held at the Lisbon Congress Centre. The exhibition will be held in Pavilions 1 and 2. Various Auditoria, Rooms and Foyers will be used for the scientific meeting. For further information regarding the venue and location details, visit <https://lisbonvenues.pt/en/>

## WASTE DISPOSAL

Diverse types of recycling bins and containers are available around the venue. Please order anything else through the service provider's webshop.

## WI-FI

Wifi is available free of charge throughout the Venue. However, this is unsuitable for downloading large files or running voting apps over. Wired internet can be arranged, and we would recommend having this connected to your Exhibition Stand or Satellite/Hospitality room. Any requests should go directly to the Venue and will be invoiced directly to you. Please make requests via the webshop. The webshop is available via this link: [Webshop](#)

## EXHIBITION

### ACCESS TO THE EXHIBITION

Access to the Exhibition during opening hours will be granted only to people registered for the Congress and wearing their badges. Access to the Exhibition before opening and after closing, during official congress days, will be granted only to Exhibitors wearing their Exhibitor badge. This includes all hired staff such as technicians, decorators, artists, speakers, hostesses, etc.

Misuse of Exhibitor badges or any other method used to assist unauthorised personnel to gain admittance to the exhibition area will be cause for the exclusion of the Exhibitor and representatives from the exhibition area.

### EXHIBITION AND LEARNING LAB DATES & OPENING HOURS

Day	Date	Registration & Information	Scientific Sessions	Satellites	Exhibition & Learning labs
Tuesday	8 October	16:00 – 18:00	-	-	-
Wednesday	9 October	08:00 – 18:00	<b>TECHNO-COLLEGE</b> 11:00 – 18:00	-	-
Thursday	10 October	07:00 – 18:00	08:30 – 18:45	12:00 – 13:30	09:00 – 18:30 Welcome Reception 17:00 – 18:30
Friday	11 October	07:45 – 18:00	08:30 – 17:30	12:00 – 13:30	09:00 – 17:00
Saturday	12 October	07:45 – 12:00	08:30 – 12:30		09:00 – 12:00

***N.B. Times may be subject to change.***

## BUILD-UP AND BREAKDOWN BADGES

The CCL does not require stand builders and other workers to register. Please note that deliveries should only be made once the build-up has commenced and exhibiting company personnel are available to sign for them.

### TIMETABLE

#### Construction of Exhibition Stands / Learning Lab Sites.

Day	Date	Time	Type of Booth
Tuesday	8 October	08:00 - 13:00	Move-in; Space-only "Island" booths; self builds in inline locations.
Tuesday	8 October	13:00 - 19:00	Build up; Space only "island" booths and self builds in inline locations.
Wednesday	9 October	08:00 - 20:00	Build up; Space only "island" booths and self builds in inline locations.
Wednesday	9 October	12:00 – 20:00	Build up; Shell scheme/Inline exhibitors
Thursday	10 October	09:00	All booths must be operational
Thursday	10 October	09:00	Exhibition Opening
Thursday	10 October	17:00 – 18:30	Welcome Reception

*N.B. Times may be subject to change.*

All exhibition stand construction must be completed, and the stand fully operational by 09:00 on Thursday 10 October, by which time aisles must be cleared of exhibition material, empty boxes and crates, and trucks should have left the exhibition area. An informal reception at which drinks and canapés will be served will be held in the Exhibition areas for registered delegates, exhibitors, and exhibition visitors from 17:00 – 18:30.

#### Dismantling of Stands

Day	Date	Time
Saturday	12 October	12:00 – 20:00

Sunday	13 October	08:00 – 12:00*
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\* *The CCL needs to have 1 hour to come in with the Platform to put down all the rigging. No prior dismantling possible.*

\*\**Hall to be clear of all stand fitting materials and boxes by 12:00*

No prior dismantling is allowed. All exhibits, booth fitting and display materials must be removed by 12:00 on Sunday 13 October. Exhibitors will be charged for the unauthorised use of additional time and for the disposal of any materials remaining in the halls after this time including any consequent venue hire costs.

## **INTERNATIONAL FREIGHT FORWARDER, CUSTOMS BROKER, AND ONSITE HANDLING**

EACTS has appointed European International (Fairs) Ltd as the official freight forwarder, customs broker, and on-site handling contractor.

Exhibitors may use their own freight forwarding agencies for both delivery and collection of exhibition freight. In this case, we do not recommend you try to ship it directly to your stand. Courier companies would often fail to make the delivery and of course you would need to have somebody at your stand to receive it. In this case it might be better if you shipped to the EIF warehouse.

European International (Fairs) Ltd has been appointed as our official on-site handling contractor and is the only company allowed to manage the operation of forklifts at the venue. We strongly advise contacting the appointed freight forwarder for all transportation of goods offloading, storage of empty cases and related services. Please note due to fire regulations it is not permitted to store empty packing materials inside halls or behind your booths during the exhibition. Please refer to the link below.

[https://portal.european-intl.com/showdocs/eacts\\_mi](https://portal.european-intl.com/showdocs/eacts_mi)

Here you will find the full shipping instructions with links to all forms, labels, commercial invoices, methods of shipping and our worldwide recommended shipping partners.

To make a booking you will need to use the EIF online ordering portal at the link below:

<https://portal.european-intl.com/userlogin>

It may be necessary to allocate time slots for accessing the loading zone depending on the local situation. These slots are allocated by European International, and you will be informed accordingly.

Of course, the choice is yours but EACTS/European International can accept no responsibility for courier shipments directly to the venue and goods not delivered.

## **BOOTH SPECIFICATIONS**

Exhibitors have the option of taking either an 'island/raw space' or an 'Inline/shell scheme' site. However, the booth price quoted does not include the cost of the shell scheme and is

non-negotiable. Please refer to the EACTS booth allocation notification for the type of booth allocated.

The exhibition hall is a centrally located area, which facilitates smooth loading and two stand configurations:

## ISLAND / RAW SPACE

Island sites are stands with four sides open to the public.

The maximum height varies according to the hall:

- **Pavilion 1** – 3.5 m
- **Pavilion 2** – 4 m

Exhibitors taking space-only booths, whether an island or inline/shared sites, must submit detailed booth plans to the Organisers ([marina.gueli@eacts.co.uk](mailto:marina.gueli@eacts.co.uk)) for approval as soon as possible and **NO LATER THAN 5 August 2024**. **EACTS will collate all booth plans and after checking if their rules and regulations are adhered to, will send to the CCL for approval.**

**The plan should contain the following information:**

1. The general layout of the booth including any specific features; height; widths of gangways and position of exits; the position of any temporary barriers and turnstiles, platforms, temporary covered walkways, and storage areas.
2. Of any special electrical, mechanical, or heating apparatus including anything which might affect the general ventilation and any other apparatus involving special risk.
3. Of the arrangement and position of any booth which is designed to use any exhibit which may affect personal safety. The use of flammable gas is not permitted without prior written permission from the Organisers.

All materials used to install booths must be by local regulations (for further information, refer to CCL Technical Regulations containing the regulations for exhibitions, please see the following link - [CCL Technical Regulations](#)).

The building of **two-tier** or **'double-decker'** booths is not permitted.

## INLINE / SHELL SCHEME

Inline sites could:

- be a stand between two stands
- have one side open to the public
- be corner sites (stand at the end of a stand row, two sides open to the public)

The maximum height varies according to the hall:

- **Pavilion 1** – Maximum height 2.5 m
- **Pavilion 2** – Maximum height 2.5 m

**Shell scheme is COMPULSORY for all In-line stands that are sited adjacent to other booths. Shell scheme is not included in the price and must be ordered at an additional cost via the service provider webshop.**



Two shell scheme options can be viewed and ordered in the CCL webshop. The web shop is available via this link: [Webshop](#)

Our main contact's email address will be shared with CCL. You will receive an email with a link that will enable you to fill your order. If someone else tries to fill the form with an e-mail address that is not on the list, the form won't submit, and an error message will show up.

There you will find different options for shell scheme packages, furniture, etc.

#### **Shell Scheme Option 1 = €280**

- Industrial floor carpeting black (other colours available)
- White wall panels in aluminium frame construction (white powder coated), 2.5 m height
- Aluminium fascia frame, with white panels, 1x stand number and company name on each open side in Arial black,
- LED spotlights
- Main power supply 2,2kW – 3 days
- 2,2kW 230V 16A (incl. 1 triple-socket), incl. power consumption for three days
- Pre inauguration cleaning

#### **Shell Scheme Option 2 = €370**

- Industrial floor carpeting black (other colours available)
- White wall panels in aluminium frame construction (white powder coated), 2.5 m height
- Aluminium fascia frame, with white panels, 1x stand number and company name on each open side in Arial black,
- LED spotlights
- Main power supply 2,2kW – 3 days
- 2,2kW 230V 16A (incl. 1 triple-socket), incl. power consumption for three days
- Pre inauguration cleaning
- Furniture: 1 table, 3 chairs, 1 coat hanger, 1 waste bin

N.B. Prices may be subject to change.

Additional items must be ordered separately from the Exhibitor Services website at a further cost.

**THE ORGANISERS REQUIRE ALL STANDS TO BE COVERED WITH NON-ADHESIVE CARPETING.**

The maximum height for displays inside the shell scheme is 2.5 metres. Nothing may be screwed, nailed, or glued to the face of the panels nor may any part of the shell scheme be damaged or disfigured in any way. Should any damage occur, the Exhibitor will be invoiced for any dilapidation costs incurred.

## FLOORING

The floor in exhibition halls 1 and 2 is covered with grey granite.

Oil, grease, paint, and similar substances must be removed from the floor immediately. The hall floor may not be painted or drilled, nor may anything be stuck to it which is not completely removable. All additional costs for any kind of contamination will be charged upon actual expenditure.

The load-bearing capacity of the floor is 500kg/m<sup>2</sup> in all areas (incl. the forecourt). In exceptional cases that require the approval of the Lisbon Libson Congress Centre and the engagement of a structural engineer, the costs of this must be borne by the exhibitor.

In Halls 1 and 2, power supplies and other utilities are supplied to stands via the floor.

Water connections are only available at a selected number of locations. The requested position must be announced well in advance and must be approved by the Lison Congress Centre.

THE ORGANISERS REQUIRE ALL STANDS TO BE COVERED WITH NON-ADHESIVE FLOORING.

## RULES AND REGULATIONS

### INVOICE / PAYMENT FOR BOOTH SPACE

An invoice will be sent as soon as the stand location is confirmed. Invoicing of payments for floor space and any additional requests will be made in euros (EUR). Payments must be made free of the bank and other charges for the beneficiary.

**THE EXHIBITOR SHALL PAY THE TOTAL COST OF THE BOOTH(S) ALLOCATED WITHIN 14 DAYS OF THE DATE OF THE INVOICE ISSUED BY THE ORGANISERS. IF THE INVOICE IS NOT PAID BY THIS DATE THE ORGANISERS MAY RE-ALLOCATE THE BOOTH SPACE TO ANOTHER COMPANY WITHOUT ANY LIABILITY TO THE EXHIBITOR. PAYMENTS MUST BE MADE BY BANK TRANSFER IN EURO. ALL THE ORGANISERS' CHARGES ARE EXCLUSIVE OF ANY APPLICABLE VALUE ADDED TAX, FOR WHICH THE EXHIBITOR SHALL BE ADDITIONALLY LIABLE. THE ORGANISERS SHALL HAVE THE RIGHT TO REFUSE TO PERMIT THE EXHIBITOR TO OCCUPY OR USE THE BOOTH UNTIL ALL SUMS DUE TO THE ORGANISERS FROM THE EXHIBITOR HAVE BEEN PAID.**

## CANCELLATION

After confirmation of receipt, the booking form signed by the Exhibitor is already a binding agreement. If an exhibition space confirmed in writing must be cancelled by the Exhibitor, written cancellation of the total or partial exhibition space will be accepted under the following conditions:

### 1. CANCELLATION BY EACTS

If the Annual Meeting cannot be held due to events beyond the control of EACTS and is subsequently cancelled, postponed, moved, or changed due to, including, but not limited to:

- An event of "Force Majeure" meaning an event beyond the reasonable control of EACTS, which prevents EACTS from complying with any of its obligations, including but not limited to:
  - Act of God (such as but not limited to, fires, explosions, earthquakes, drought, tidal waves and floods)
  - War, hostilities (whether war be declared or not), invasion, an act of foreign enemies, mobilisation, requisition, or embargo, national mourning.
  - Rebellion, revolution, insurrection, military or usurped power, or civil war.
  - Contamination by radioactivity from any nuclear fuel, or any nuclear waste from the combustion of nuclear fuel, radio-active toxic explosive, or other hazardous properties of any explosive nuclear assembly or nuclear component of such assembly.
  - Riot, commotion, strikes, go-slows, lockouts or disorder closure of airports and train stations.
  - Acts or threats of terrorism.
- Any reason(s) beyond EACTS's or any of its suppliers' control that prevents or substantially hinders the plan of holding the Annual Meeting.
- Any event of any potential health risk (for example, a pandemic or epidemic situation and other major health risk). EACTS' statute as an international health association compels EACTS to pay particular attention to the potential health risks for participants and their patients and to take all necessary measures, including cancellation or postponement of the Annual Meeting, in such a situation where it deems appropriate (in its sole discretion).

EACTS cannot be held liable by participants for any damages, costs, expenses, or losses incurred, whether directly or indirectly, because of the cancellation, postponement of the Annual Meeting or if it decides to hold the Annual Meeting remotely, such as transportation costs, accommodation costs, financial losses, etc.

Under any of the above circumstances, EACTS reserves the right to retain the total charge for booth space and transfer it to the 38th EACTS Virtual Annual Meeting. EACTS shall have the right to hold the 38th EACTS Virtual Annual Meeting online with participants accessing the meeting remotely where it deems that this is the most appropriate option. However, if EACTS does not hold the 38th EACTS Annual Meeting virtually then, EACTS may have the option of either transferring the booth fee to the 2025 Annual Meeting or shall refund the fee in full.

Individuals take part in the 38th EACTS Annual Meeting at their own risk and are responsible for their own health and travel insurance arrangements.

## 2. CANCELLATION BY THE CLIENT

### Cancellation or reduction of space

Notice of cancellation of allocated booth space must be given to the EACTS Secretariat in writing at the address on the Booth Application Form. For any cancellations before **15 July 2024**, a cancellation charge of 25% of the total charge for the booth will be made and a refund of any charges already paid in excess of this amount will be made to the Exhibitor. Cancellations received after **15 July 2024** but before **2 August 2024** will be liable to a charge of 50% of the total charge for the booth. The Organisers will endeavour to re-let the booth space not required by the Exhibitor, but if they shall be unable to do so, the Exhibitor shall remain liable to pay the full charge for the booth space allocated. The Exhibitor will be liable to pay the full charge for the booth space if notice of cancellation is received after **2 August 2024**.

## BASIC REGULATIONS

The exhibition space rented is delineated by and limited to, the surface area in sqm and to a maximum height of 3.5 m in Hall 1 and a maximum height of 4 m in Hall 2 – for island booths including any platform, 2.50 m for inline (shell scheme) booths. The maximum height of the side and back walls facing neighbouring stands is 2.50 m (including a platform). The height restriction applies to anything on or within the stand, including platforms, objects, or individuals. Where appropriate, Exhibitors must erect walls between neighbouring stands at their own expense.

Walls must not be constructed across an entire side of an open stand. No exhibitor shall erect perimeter walling, screens or other structures that impede/obstruct the view of neighbouring booths. Perimeter walling and/or screens must not extend beyond 20% of the total length of any side of the booth. Screen(s) and/or monitors must not exceed the maximum height of 2 metres and must be sited a minimum of 1 metre from the aisles or gangways of the Exhibition Hall.

Any stand that does not comply with these rules will be forced to make the necessary alteration before the Exhibition is opened. The company is kindly asked to pay special attention to these details to avoid any difficulties for you or your partners.

## STAND DESIGN

The following rules are designed to create a comfortable and open exhibition space for delegates and Exhibitors alike. We aim to encourage the most effective use of island spaces, and this means keeping the view through the Exhibition as free as possible, not overshadowing or obscuring the view of neighbouring stands and keeping open-sided stands as accessible to exhibition traffic as possible.

1. When designing the stand please ensure that all fixtures (touch screens, reception desks, display cases etc.) are constructed at least 1 metre from the parameter of the stand space. This is to ensure that delegates viewing your materials, devices, products, display etc. can stand in your booth rather than in the walkway. The maximum height of any fixture or fitting at the edge of the stand is 2 metres.

2. Perimeter walling must not extend beyond 20% of the total length of any side of the booth.
3. Screens and/or monitors must be sited a minimum of 1 metre from the aisles or gangways of the Exhibition Hall. The content shown must be relevant to the theme of the event, or educational value or be relative to science and medicine.
4. The maximum height of a solid wall is 2 metres.
5. The maximum height for side and back walls connecting to another stand directly on the stand perimeter is 2 metres. This is to ensure that neighbouring booths are not overshadowed and to comply with standard sizes or other types of stands.
6. All parts of side or back walls that could be visible from a neighbouring stand must be completely white and clean, with no visible signage, cabling, etc.
7. The maximum height of construction for banners, signage, towers, rigging, etc. inside the stand (minimum distance 1 metre to the stand border) is 3m, measured from the floor of the exhibition hall. Towers and other solid constructions higher than 2 metres must not cover more than 20% of the open side of a stand or block more than 50% of the view from one side of a stand to another. Banners that hang all around the rigging above the stand with a closed surface may have a maximum depth of 1m. This is to allow for a large enough gap between the walls on the parameter of the booth and the rigging banners to ensure a clear view through the stand.
8. Open sides must remain at least 80% unconstructed. This rule does not apply to fixtures such as reception desks, posters, etc. but to solid walls that restrict the view through the stand and block access to the delegates.
9. Exhibitors should be aware that the construction of stands at certain venues may be affected by the positioning of service outlets or pillars if a service outlet must be shared by a neighbouring stand, Exhibitors are advised to build raised floors. Exhibitors will be advised of such a situation before entering a contract. There is no discount offered in such instances.
10. As there may be some instances where the interpretation of the guidelines is in dispute, we remind Exhibitors that the overall principle for guidelines to stand design is to ensure a well-designed and open Exhibition for the delegates and fairness for all Exhibitors. The EACTS, therefore, reserves the right to pass an overall judgment on a stand design in favour of this principle.

All island projects must be submitted to EACTS for approval. EACTS will evaluate if the projects conform to the EACTS rules. Exhibitors will not be permitted to construct booths without approved designs. If a booth is constructed outside the specifications of the approved designs, the EACTS will insist on modifications to the design or undertake any measure they deem are needed to impede the use of the exhibition booth.

It is a requirement of the venue, CCL, that their regulations be strictly adhered to always. Please ensure all your stand personnel and contractors are fully conversant with those documents.

## **DAMAGE TO EXHIBITION BUILDINGS, FIXTURES FITTING**

No painting is to be carried out in the exhibition hall. The fixing of display material to the shell scheme will be permitted only by the methods stipulated by the Organisers. No nails, screws or other fixtures may be driven into any part of the exhibition building, including floors. Nor may any part of the exhibition building be damaged or disfigured in any way. Should any damage occur, the Exhibitor responsible shall be liable for reparation charges incurred.

## **DISTRIBUTION OF PROMOTIONAL MATERIAL**

No Exhibitor shall place signs or distribute promotional material in any area not designated for such purposes by the Organisers. Any such materials placed in non-designated areas shall be removed. No Exhibitor may conduct surveys or distribute print items, promotional samples, or other materials in the exhibit hall unless it is within the parameters of his own booth space. Non-Exhibitors are not allowed to display any material in any part of the congress centre.

## **OILY/DIRTY EXHIBITS**

Oily, grease, paint or dirty exhibits are not permitted unless specifically approved by the Organisers before the Exhibition opening.

## **SAFETY OF EXHIBITS & DISPLAYS**

Machines with moving parts, hot surfaces, points, or sharp edges must either be fitted with appropriately anchored screens or casings or, as a minimum requirement, set 1m back from the gangways. When these machines are on display, an area must be cordoned off to ensure that all dangerous parts are out of reach of the public. If machines with hydraulic jacks are displayed with the jack fully extended, a mechanical device must be fitted in addition to the hydraulic safety devices on the jack, to prevent accidental collapse. All machines must be stabilised to prevent them from overturning.

## **ACTIVITIES ON EXHIBITION STANDS**

The EACTS encourages Exhibitors to offer delegates an interesting, educational, and interactive experience on their stands. While we wish all sponsors the best return possible for their support of the Congress, we ask Exhibitors to adhere to the following guidelines for interaction with delegates.

In all instances, Exhibitors must allow enough space for participants to take part in activities on the stand of the Sponsor. Any stand with activities causing delegates to participate from the walkways will be asked to halt the activity.

- Annoyance: EACTS reserve the right to stop any activity on the part of any Exhibitor that may annoy other Exhibitors or visitors. Business must be conducted only from the Exhibitor 's stand and under no circumstances may this be carried out in a gangway or elsewhere within the Exhibition.
- App: The EACTS does not permit the creation of apps that relate to the Annual Meeting and its scientific programme. If Sponsors create apps that are to be used by delegates during the Annual Meeting, Sponsors must insist that the apps are

downloaded ahead of the Congress and that the Congress Wi-Fi network is not used for this purpose. In addition, no reference should be made to the EACTS, the EACTS Annual Meeting in the title of the app, the keywords associated with an app for search purposes and the app may not include EACTS or Congress imagery within its content.

- Charitable initiatives: Charitable initiatives are permitted but should be limited to the exhibition stand. Exhibitors should seek approval from the EACTS office to ensure there is no conflict with other initiatives.
- Demonstration of Exhibitor's products: perfectly acceptable on the stand, Exhibitors are not allowed to organise/advertise workshops or other sessions, or any other scheduled event that might conflict with the EACTS Scientific Programme.
- Food on the stand: Exhibitors may offer delegates drinks and cold food. Exhibitors are asked to refrain from serving and preparation of hot food as the accompanying odours can affect neighbouring stands and exhibition walkways.
- Games prizes / give aways: Gifts should have a limited value which complies with the national guidelines of the country in which the Congress will take place. The gift should be of educational value or be relative to science and medicine.
- Market research activities: Research is only allowed inside the booth, without exception, otherwise EACTS reserve the right to immediately stop all activities. Please ensure that staff hired to conduct such activities are fully aware of this clause. It is not permitted for companies to undertake market research into the EACTS its activities or features of the Congress anywhere in the congress centre. Videoring of interviews with individuals by video or audio crews is not permitted in the congress centre.
- Microphones/audio-visual equipment: The use of microphones and the playing of videos or music must be limited to a maximum level of 80 decibels; however, if the noise is clearly and unreasonably affecting a neighbouring stand EACTS retains the right to insist the sound is reduced to an acceptable level even if the acceptable level is lower than 80 decibels.
- Photography: The photographing of booths is not permitted during the build-up/breakdown of the exhibition unless the photographer is engaged by the Exhibitor to take photographs of their own stand and can avoid the inclusion of neighbouring booths. Photography during the opening times of the exhibition of all aspects of the event is allowable in all instances except in cases where the photographer of photography equipment would cause an obstruction or danger to delegates/staff visiting or working in the exhibition hall.
- Publicity material: Any publicity material shall be displayed and/or given away only from the Exhibitors' own stand.
- Quizzes and games: Any quizzes should focus on scientific and medical subject matter. In all instances, the correct answers to the quiz must be made clear to the delegate participating in the quiz either verbally or in writing. Microphones are discouraged but allowable if the noise levels do not carry unreasonably onto another stand. Inappropriate games and activities are not allowed in the exhibition area, activities must relate directly to scientific and medical practices. Examples of disallowed practices include computer golf games, skiing games, portrait painters or photographers etc.

- Video recording: Exhibitors can take video recordings, but all equipment and camera crew must stay within the parameters of the exhibition booth. Videoring of other Exhibitors and their materials, EACTS congress features or any EACTS sessions is expressly forbidden.
- Webcasting: Without special approval of EACTS webcasting is prohibited.
- Wi-Fi connection: Due to the overwhelming demand for Wi-Fi in the exhibition hall strict guidelines for the use of Wi-Fi will be available from the approved service provider. As the misuse of the free Wi-Fi system and the setting up of rogue Wi-Fi networks seriously damages the services provided by the EACTS and the service provider of the activities on neighbouring stands the organisers reserve the right to demand that any unauthorised networks be shut down. In the unfortunate event that Exhibitors refuse to comply further measures will be taken to shut down the network to protect the Congress and fellow Exhibitors from the disruption caused.

## **CANVASSING**

No Exhibitor shall place signs or distribute promotional material in any area not designated for such purposes by the Organisers. Any such materials placed in non-designated areas shall be removed. No Exhibitor may conduct surveys or distribute print items, promotional samples, or other materials in the exhibit hall unless it is within the parameters of his own booth space.

## **MARKET RESEARCH COMPANIE**

Market research companies are only allowed to conduct research under the following rules:

- The company must rent a minimum of 9 sqm of exhibition space or must be integrated into the exhibition stand of another company. The integration with this other company must be declared to EACTS.
- Research is only allowed inside the booth, without exception, otherwise EACTS reserve the right to immediately stop all activities. Please ensure that staff hired to conduct such activities are fully aware of this clause.
- It is not permitted for companies to undertake market research into the EACTS Annual Meeting, its activities, or features of the congress anywhere in the congress centre. Videoring of interviews with individuals by video or audio crews is not permitted in the congress centre.



## EXHIBITION DESK AND EXHIBITOR REGISTRATION

### EXHIBITION DESK

The Organisers will provide an Exhibitors Enquiries Desk which will be situated in the exhibition hall or the general registration area during the build-up, breakdown and exhibition opening hours.

All exhibition enquiries should be directed to this Desk. Messages for Exhibitors may also be left at the Desk.

### EXHIBITOR REGISTRATION

#### COMPLIMENTARY EXHIBITOR BADGES & COMPLIMENTARY DELEGATE BADGE

Each Exhibitor is entitled to several complimentary badges on the size of the exhibition stand as stated in the table below. Additional badges will be charged at €100 (incl. VAT). The indicated number of complimentary Exhibitor badges and complimentary delegate badges can be ordered free of charge until 9 September 2024. Therefore, the Exhibitors are strongly advised to register their representatives and staff online before 9 September 2024.

#### EXHIBITOR BADGES

Exhibitors must apply for the complimentary Exhibitor badges with individual names & emails for all their representatives and staff on the company stand, including local staff (e.g., hostesses) hired by an agency. These badges entitle the holder to attend the Exhibition, their Symposium, and the Welcome Reception but not the Scientific Sessions. They are personal, non-transferable and must be worn always. Replacing or supplementing this identification with business cards, ribbons or company logos is not permitted.

For security reasons, Booth personnel must wear their EACTS name badges always. Please complete the relevant section of your <https://membership.eacts.org> with the names of the personnel for whom you require badges.

The deadline for providing this information is Friday 9 September 2024. After the 9 September deadline, online registration for exhibitor badges is still possible. The price for additional badges is €100. Therefore, the Exhibitors are strongly advised to register their representatives and staff online before 9 September 2024.

9 September 2024 – All registrations after this date must be paid in full by credit card – no exceptions.

9 September 2024 – Cancellations after this date will not receive a refund.

**Any registration that is showing as UNPAID on-site in Lisbon must be paid in full by credit card before any badge will be issued – should evidence be provided after the event that a duplicate payment has been made then the on-site payment will be refunded in full.**

Badges will not be mailed in advance. The main contact as per our database will be provided with an exhibitor registration confirmation for each badge in their EACTS account. This confirmation will contain a QR code which should be printed out and distributed to staff

members and brought to Lisbon so that everyone can print their badges. It will be possible to do this at any desk in Lisbon.

## **FACIAL RECOGNITION REGISTRATION**

To provide a safe, touch-free, check-in in Lisbon we are using Facial Recognition. Every registered person will be sent a link before the event where they can upload their photograph and on arrival at the centre, their badge will print automatically from our registration kiosks. You don't need to register via Facial Recognition, but it is safer and will save you valuable time on-site.

Privacy & Security information regarding Facial Recognition:

- The software scans the photo to create "Facial Geometry," which is a unique collection of measurements of the face in the photo.
- Once the Facial Geometry for the event has been created, the software discards the original photo (the software does not store the original photos; it stores only the Facial Geometry)
- All Facial Geometries are deleted within one week of the event
- Facial Geometries created for one event are not used for other events Further information and more detail can be found at: <https://fielddrive.com/privacy-policybiometrics>

The number of free Exhibitor badges per company varies according to booth size; please refer to the table below for details.

[How to manage your Exhibitor Registration 2024](#)

## **COMPLIMENTARY DELEGATE BADGES**

In addition, each Exhibitor receives several delegate badges per the size of the exhibition stand as stated in the table below. These badges entitle Exhibitors to attend the Scientific Sessions, the Welcome Reception and visit the Exhibition Area. The complimentary registration is for the Annual Meeting's main scientific programme, (Thursday – Saturday) 4-7 October. Techno College has a separate fee and is not included in the free registration.

Exhibitors will not be permitted entry to the Meeting sessions unless they register as delegates. Exhibiting companies are entitled to receive the following number of complimentary registrations as part of their booth package.

To claim your free registration, please send an email to [registration@eacts.co.uk](mailto:registration@eacts.co.uk) with the following details:

Subject: COMPLIMENTARY EXHIBITOR REGISTRATION, Main Scientific Programme 9-12 October:

Booth No.

Salutation; Title; First Name; Last Name;

Company Name; Address line 1; Address line 2; Postal Code; City; Country

Email Address:

Stand Size	Complimentary Exhibitor Badge	Complimentary Delegate Badge
9-18 sqm	5	1
19-48 sqm	10	2
49-60 sqm	15	3
61-150 sqm	20	4
151-200 sqm	25	5

## TERMS AND CONDITIONS / GUIDELINES FOR EXHIBITORS

### EACTS TERMS AND CONDITIONS

Please also ensure that you are familiar with the 38th EACTS Annual Meeting Exhibition Terms and Conditions. These can be found on the booth application form.

### EXHIBITION SERVICES

#### AUDIO-VISUALS

If you wish to order audio-visuals (monitor & plasma, audio) for your booth, please order through the venue. Any requests should go directly to the venue and will be invoiced directly to you. Please follow the link to access the order form – [Link](#)

#### BUILD-UP AND BREAKDOWN BADGES EACTS

The CCL does not require stand builders and other workers to register. Please note that deliveries should only be made once the build-up has commenced and exhibiting company personnel are available to sign for them.

#### CARPET

If you wish to order carpet for your booth, please order through the webshop: The web shop is available via this link: [Webshop](#)  
Our main contact's email address will be shared with CCL. You will receive an email with a link that will enable you to fill your order. If someone else tries to fill the form with an e-mail address that is not on the list, the form won't submit, and an error message will show up. There you will be able to request the carpet color options.

#### CATERING SERVICES

Booth catering is available during the build-up, breakdown, and opening hours of the Exhibition. If you wish to order catering (Finger Food, Beverages, Espresso, Tea, Water Dispensers, Accessories, Staff, and Custom Catering Services) on your booth please order through Silva.

Catering services and all food & beverage services at the Lisbon Congress Centre are provided by Silva Carvalho Catering.

Email: [ioliva@sccatering.pt](mailto:ioliva@sccatering.pt)

W: <https://www.silvacarvalhocatering.com/pt/>

## CUSTOM SERVICES

If you wish to order a customized, more individual booth, please send an email requesting the CCL catalogue to [joana.pinto@ccl.fil.pt](mailto:joana.pinto@ccl.fil.pt) and they will contact you. Once they know what you wish for Link can provide a draft and after clarifying the design, they will send you a quote.

## ELECTRICAL SERVICES

If you wish to order Electrical Services (Electrical Plants, Extra KW) for your booth, please order through the Link web shop.

The web shop is available via this link: [Webshop](#)

Our main contact's email address will be shared with CCL. You will receive an email with a link that will enable you to fill your order. If someone else tries to fill the form with an e-mail address that is not on the list, the form won't submit, and an error message will show up.

Please be aware that there could be electricity boxes in the stands. Exhibitors should be aware that the construction of stands at certain venues may be affected by the positioning of service outlets or pillars. If a service outlet has to be shared by a neighbouring stand, Exhibitors are advised to build raised floors. Exhibitors will be advised of such a situation before entering a contract. There is no discount offered in such instances.

## EXTRA CLEANING

A general cleaning service is organized in communal areas and along aisles. Any supplementary cleaning (stand areas, equipment etc.), will have to be ordered through the webshop which is available via this link: [Webshop](#)

Our main contact's email address will be shared with CCL. You will receive an email with a link that will enable you to fill your order. If someone else tries to fill the form with an e-mail address that is not on the list, the form won't submit, and an error message will show up. There you will find different options.

## EXTRA TIME WORK

The halls are booked for another event before and after the EACTS tenancy. It will not be possible to access/build earlier than official build up times. Any requests should go directly to the Venue and will be invoiced directly to you.

## FLOWERS AND PLANTS

If you wish to order Flowers & Plants (plants and floral decorations, vases) for your booth, please order through the webshop. The web shop is available via this link: [Webshop](#)  
Our main contact's email address will be shared with CCL. You will receive an email with a link that will enable you to fill your order. If someone else tries to fill the form with an e-mail address that is not on the list, the form won't submit, and an error message will show up.

## FURNITURE

If you wish to order furniture (chairs & stools, armchairs & sofas, tables, reception desks, displays, and accessories) for your booth, please order through the webshop. The web shop is available via this [link](#).

Our main contact's email address will be shared with CCL. You will receive an email with a link that will enable you to fill your order. If someone else tries to fill the form with an e-mail address that is not on the list, the form won't submit, and an error message will show up.

## HANGING/RIGGING SERVICES

Rigging is only possible in Hall 2.

If you wish to order hanging/rigging for your booth, please order through the venue. Any requests should go directly to the Venue and will be invoiced directly to you.

To receive a quotation for the hanging, it is compulsory to send your request via the webshop. The webshop is available via this link: [Webshop](#).

## INTERNET / WI-FI

Wifi is available free of charge throughout the Venue. However, this is unsuitable for downloading large files or running voting apps over. Wired internet can be arranged, and we would recommend having this connected to your Exhibition Stand or Satellite/Hospitality room. Any requests should go directly to the Venue and will be invoiced directly to you.

Please make requests via the webshop. The webshop is available via this link: [Webshop](#)

## SHELL SCHEME PACKAGES

**Inline sites (stand in the middle of two stands, one side open to the public, including corner sites (stand at the end of a stand row, two sides open to the public)).**

The maximum height of the side and back walls facing neighbouring stands is 2.50m.

**Shell scheme is compulsory for all In-line stands that are sited adjacent to other booths. Shell scheme is not included in the price and must be ordered via the Exhibitor Services Catalogue at an additional cost.**

Two shell scheme options can be viewed and ordered in the Link webshop. The web shop is available via this link: [Weblink](#)

Our main contact's email address will be shared with CCL. You will receive an email with a link that will enable you to fill your order. If someone else tries to fill the form with an e-mail address that is not on the list, the form won't submit, and an error message will show up.

## SECURITY

Although every reasonable security precaution is taken throughout the tenancy period of the event, the Event Organisers cannot be held responsible for any loss, damage, or accident, which may occur to any exhibitors (or their Contractors), property or personnel. During the build-up and the Congress, there will be security at the main doors of the Venue. Every night the Venue will be closed, and the Venue will provide appropriate security.

If you wish to order security for your booth, please view the options in the link [Webshop](#)

## TEMPORARY STAFF – DELIVERED BY SPRING EVENTS

If you wish to order temporary staff (hostess & Steward, help worker) for your booth, please contact Spring Events by filling out the booking form [HERE](#)

PLEASE BE ALSO INFORMED THAT ALL STAFF NEED TO HAVE A BADGE TO ENTER THE HALL.

## WASTE COLLECTION

The web shop is available via this link: [Webshop](#)

Our main contact's email address will be shared with CCL. You will receive an email with a link that will enable you to fill your order. If someone else tries to fill the form with an e-mail address that is not on the list, the form won't submit, and an error message will show up.

There you will find the two different options.

## WATER

If you wish to order Water Connection for your booth, please order through the Link webshop. The web shop is available via this link: [Webshop](#)

Our main contact's email address will be shared with CCL. You will receive an email with a link that will enable you to fill your order. If someone else tries to fill the form with an e-mail address that is not on the list, the form won't submit, and an error message will show up.

## CCL RULES AND REGULATIONS

It is a requirement of the venue, CCL that their regulations be strictly adhered to always. Please ensure all your stand personnel and contractors are fully conversant with those documents.

[CCL Technical Regulations](#)

## PROMOTIONAL ACTIVITIES

### ADVERTISING - EXHIBITION ONLINE CATALOGUE

Advertising in the online catalogue will enhance the visitor experience and success of your show. The cost of an online entry is €450.

Each entry will include:

- hall and booth number(s)
- company name, address, company description, email, and website links
- show contacts and email links.

Should you wish to book an online entry, please tick the appropriate box on the booth application form. The data that appear online will be based on the data that has been entered in your Exhibitor User Area. Please complete the required information **NO LATER THAN 29 JULY 2024**.

**EACTS will not edit the content of your entry. Responsibility for content and accuracy lies with the company.**

#### **ADVERTISING – STANDARD EXHIBITOR APP ENTRY**

Your exhibitor profile including the hall and booth number and website link will be available to potential delegates and exhibition visitors via the industry section of the Annual Meeting app. (Included in the booth fee)

Each Exhibitor may have a maximum of 2000 letters/characters, including spaces between words (excluding name and address), as a free editorial entry.

If you have exhibited with us before, we have uploaded your previous Company/Institute & Product information for your convenience. You only need to make changes should you so wish.

Please complete the Final App Editorial Entry within your EACTS online account, **NO LATER THAN 29 July 2024**. The Organisers cannot guarantee that entries received after this deadline will be included.

**EACTS will not edit the content of your entry. Responsibility for content and accuracy lies with the company.**

#### **ADVERTISING – PREMIUM APP ENTRY**

Enhance the visibility and success of your company during the Annual Meeting by upgrading to the Premium App Entry.

Get all the features of the standard package plus:

- Highlighting your company name in the exhibitor's list
- Your company logo
- Images (max 3)
- Additional website links (if required)

Should you wish to book the Premium App Entry, please tick the appropriate box on the booth application form. The data that appear online will be based on the data that has been entered in your Exhibitor User Area. Please complete the required information **NO LATER THAN 29 July 2024**.

#### **ADVERTISING – EACTS TOOLKIT**

EACTS may permit their Industry partners to use the EACTS logo and/or Annual Meeting banner on company invitations and promotional documents printed specifically to market their participation in the Annual Meeting. However, such promotional material must conform to EACTS print style guidelines. We encourage you to promote your participation and to share and add to your event messaging.

Should you wish to use our Annual Meeting banner images in your advertisements, e-blasts, social media, websites, and other promotional communications, please contact [INDUSTRY@EACTS.CO.UK](mailto:INDUSTRY@EACTS.CO.UK)

## ALL OTHER ADVERTISING & BRANDING POSSIBILITIES

For all other advertising possibilities (e.g. Advertising & Communications, EACTS Premium TV Channel, App, Exclusive Email Blast, EACTS Website, Daily News, Branding and Signage Opportunities, Satellite Symposia, Techno College & Sessions) please refer to the Industry Opportunities section of the EACTS Annual Meeting website, <https://www.eacts.org/annual-meeting/industry-opportunities-overview-3/>

Please contact Industry Relations at [industry@eacts.co.uk](mailto:industry@eacts.co.uk) should you wish to discuss the options available.

## EACTS LEAD RETRIEVAL APP (FOR EXHIBITION AND SATELLITES)

### EACTS Lead Retrieval App (for exhibition and satellites)

EACTS has created a mobile app for lead retrieval. We will notify you when the app is ready to purchase.

The **EACTS Lead Retrieval App** can be installed on Android or iPhone phones to easily scan the badges of visitors to your booths and satellite symposia sessions.

The codes can be purchased via the EACTS Exhibition area at <https://membership.eacts.org/>.

**Costs:** Each device used will need a unique activation code.

- Booth Lead Retrieval: **€100** per activation code.
- Symposia Lead Retrieval: **€80** per activation code.

Once payment has been received, we will send links to download the app and unique codes to activate it. The primary contact for the booth will be responsible for distributing these codes to other booth representatives.

Following each day of the event, only the primary contact for the booth may log in to the EACTS Exhibition area to download the scanned visitor data via <https://membership.eacts.org/>.

Delegates who allow for their badges to be scanned will be made aware that they are sharing their details such as name, email address, title and company with the people who are scanning their badges.



## EXHIBITOR GIFTS

Gifts should have a limited value which complies with the national guidelines of the country in which the Congress will take place. The gift should be relevant to the recipient's work. An inexpensive gift means one which has cost the donor company no more than €7.

## EXHIBITION VISITORS

Entry to the exhibition during the official opening hours will be restricted to registered delegates and pre-registered trade visitors. Yes, you can register for Exhibition Visitor tickets. The price is €100 per person per day.

## DEADLINE DATES

This table contains the deadlines for the 38th Annual Meeting. Compulsory activities are indicated with an **Asterix\***.

\*\*Deadline for ordering services at regular price, after this date a surcharge of 50% on regular pricing is applicable and will be checked for feasibility by Link.  
After this deadline, the webshop will be reduced to selected products and services (with a surcharge of 50%) and stay available for late orders until 3 weeks before the start of the exhibition.

<b>Form</b>	<b>Responsible</b>	<b>Before</b>
Audio-visuals	CCL	6 September**
App Lead Retrieval App (Codes)	EACTS	No deadline
Booth Plan* (Island/Raw Space stands only)	EACTS	7 August
A 50% cancellation fee is applied for booth cancellations	EACTS	15 July
A 100% cancellation fee is applied for booth cancellations	EACTS	2 August
Carpet for Stand*	CCL	6 September**
Catering Services	Silva Carvalho Catering	6 September**
Computers and Peripherals	CCL	6 September**
EACTS Exhibitor Name Badges*	EACTS	10 September
EACTS Standard Exhibitor App Entry* and Online Catalogue	EACTS	29 July
Electrical Services	CCL	6 September**
Extra Cleaning	CCL	6 September**
Extra Time Work	EACTS	26 August
Flowers & Plants	CCL	6 September**
Furniture	CCL	6 September**
Hanging/Rigging Services	CCL	6 September
IT Services including Wi-Fi	CCL	6 September
Shell Scheme Packages*	CCL	6 September**
Tailor-made catering for stands and meetings rooms	Silva Carvalho Catering	6 September**
Temporary Staff (Hostesses)	Spring Events	6 September**
Waste Collection	CCL	6 September
Water Connections	CCL	6 September**

## **Accuracy and Access**

All information including without limitation data, figures, specifications, and names contained in this manual is constantly reviewed and modified by us to our latest developments. However, although we carefully and constantly review the accuracy of these pages, we cannot assure, under any circumstances, the accuracy, availability, and access to any Service and/or any part of any information contained or listed in our manual and/or in any of its pages. We assume no responsibility or liability for omissions or errors that may appear, and we cannot assure the availability of the Service at any given time. We cannot guarantee that every specification contained in the information in this manual at any time is or will be accurate, precise, correct, or complete, nor can we assure strict reliance on the information contained in this manual.